Tickets by Non NIH

Total Tickets: 2,255

FDA-OC
24

CQ
1

CFSAN
1

CDRH
1

BHPR
127

BCRS
57

Anonymous
158

Region
36

OTHER
1215

HHS
489

HSB
48

OFAM
68

OFM
14

OHIT
11

OM
4

ORA
1

Anonymous	7.0%	
BCRS	2.5%	
BHPR	5.6%	
CDRH	0.0%	
CFSAN	0.0%	
CQ	0.0%	
FDA-OC	1.1%	
HHS	21.7%	
HSB	2.1%	
OFAM	3.0%	
OFM	0.6%	
OHIT	0.5%	
OM	0.2%	
ORA	0.0%	
OTHER	53.9%	
Region	1.6%	
Total:	100.0%	

Tickets By Category Summary

For Anonymous

Total Tickets: 158
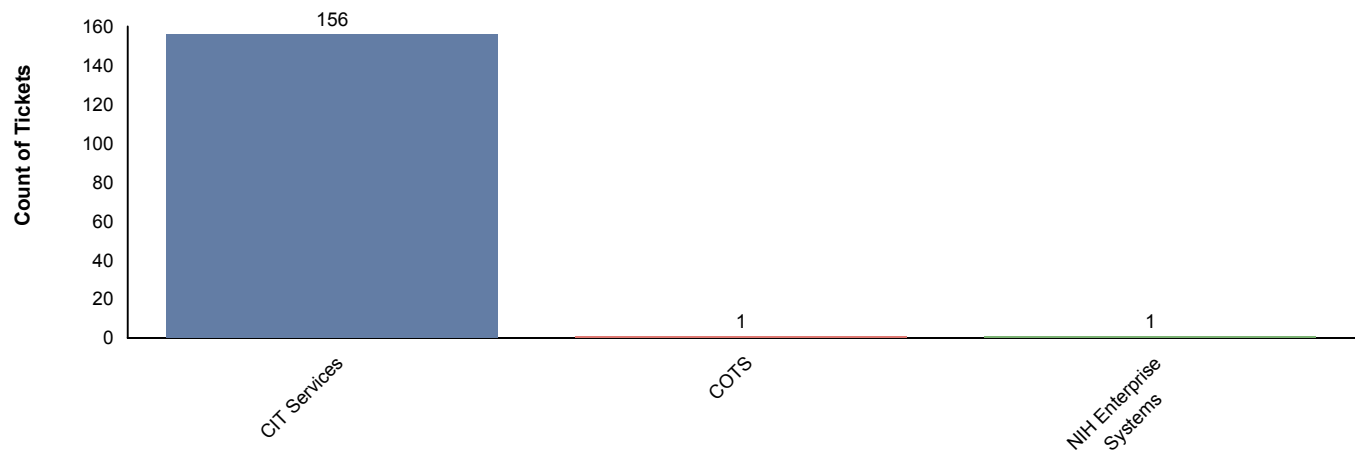
Anonymous		158
CIT Services		**156**
Accounts	1	
CIT Categories	18	
Connectivity	1	
Email	1	
General Information	135	
COTS		**1**
Application Support	1	
NIH Enterprise Systems		**1**
eRA-COMMONS	1	

Tickets By Category Summary
For BCRS

Total Tickets: 57
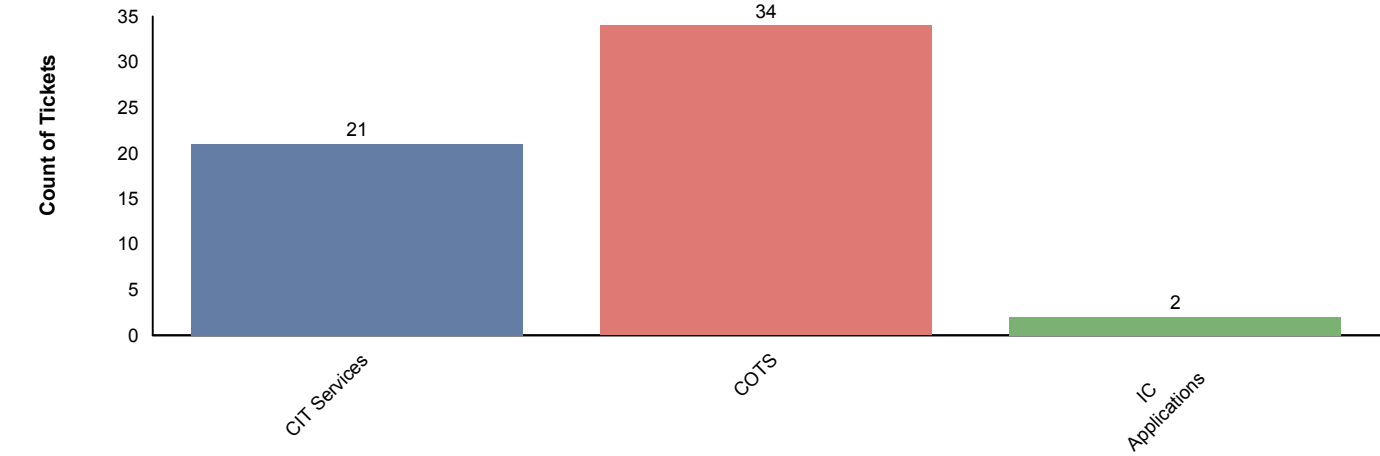
BCRS		57
CIT Services		**21**
Accounts	6	
Back Office Support	5	
Conference Room Support-Equipme	1	
Connectivity	1	
Email	7	
General Information	1	
COTS		**34**
Application Support	8	
Hardware	26	
IC Applications		**2**
Local LAN	2	

Tickets By Category Summary
For BHPR

Total Tickets: 127
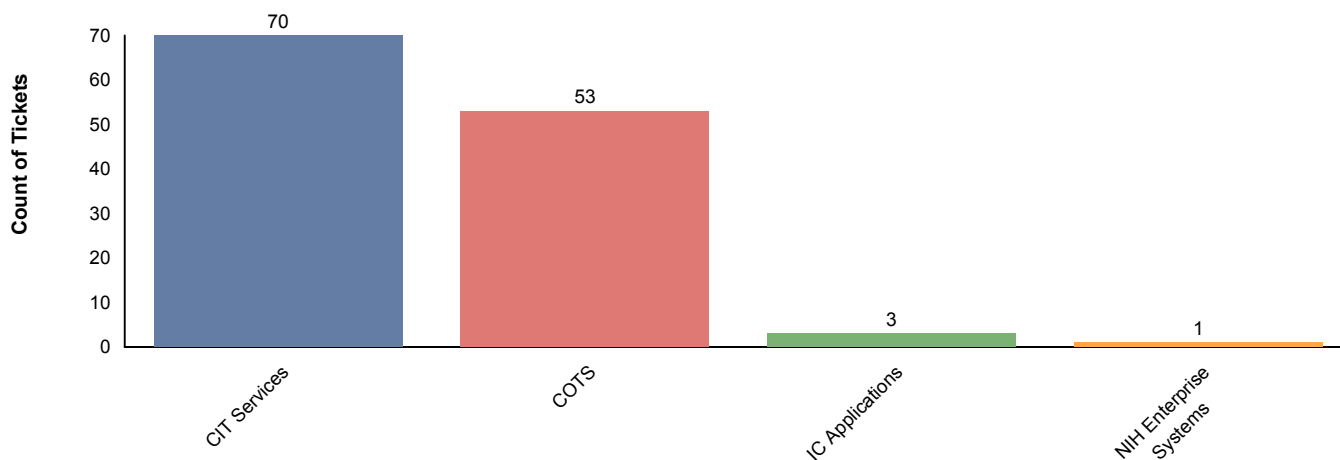
BHPR		127
CIT Services		**70**
Accounts	33	
Back Office Support	8	
CIT Categories	1	
Connectivity	2	
Email	18	
General Information	4	
NIHnet	1	
Wireless Services	3	
COTS		**53**
Application Support	17	
Hardware	36	
IC Applications		**3**
CC Technical Operations	1	
Local LAN	2	
NIH Enterprise Systems		**1**
ITAS	1	

Tickets By Category Summary
For CDRH

Total Tickets: 1
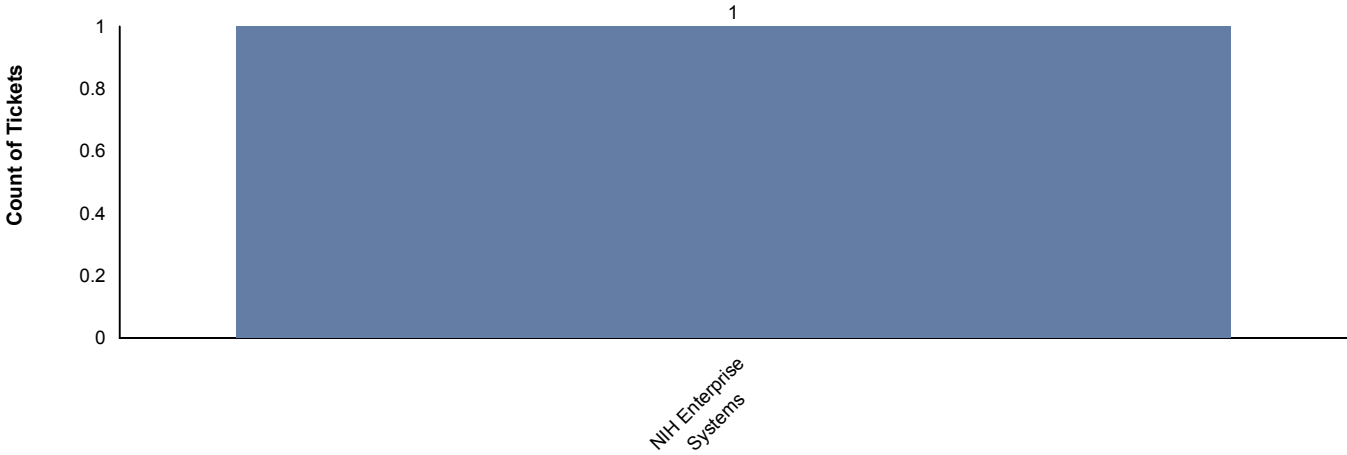
	CDRH	1
	NIH Enterprise Systems	**1**
	ITAS	1

Tickets By Category Summary

For CFSAN

Total Tickets: 1

Count of Tickets (y-axis): 0, 0.2, 0.4, 0.6, 0.8, 1

NIH Enterprise Systems: 1

CFSAN		1
NIH Enterprise Systems		**1**
ITAS	1	

Non NIH Tickets - By Category Summary and Organization
For 04/01/2008 to 04/30/2008
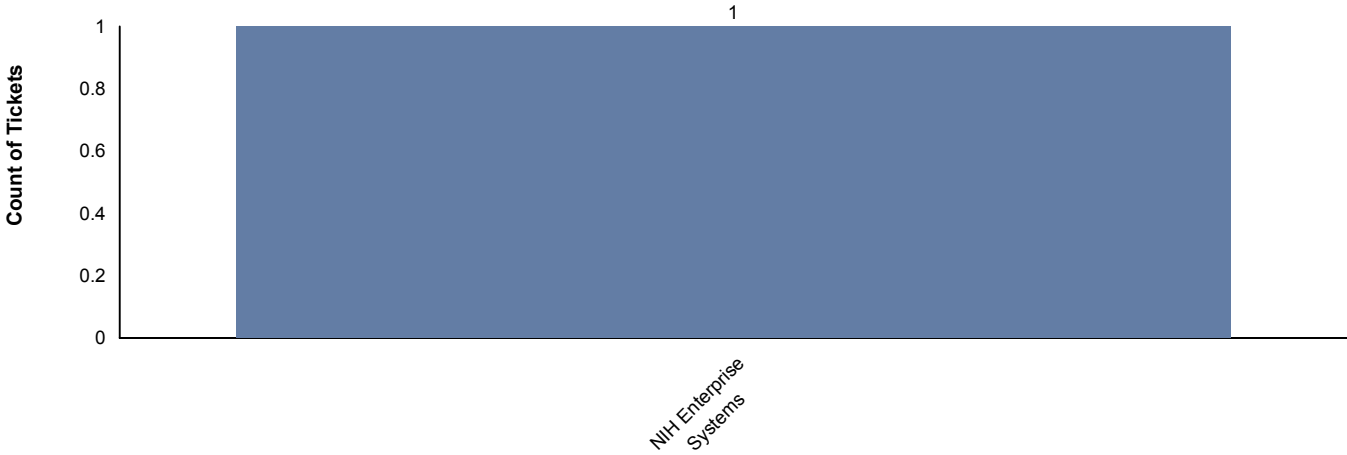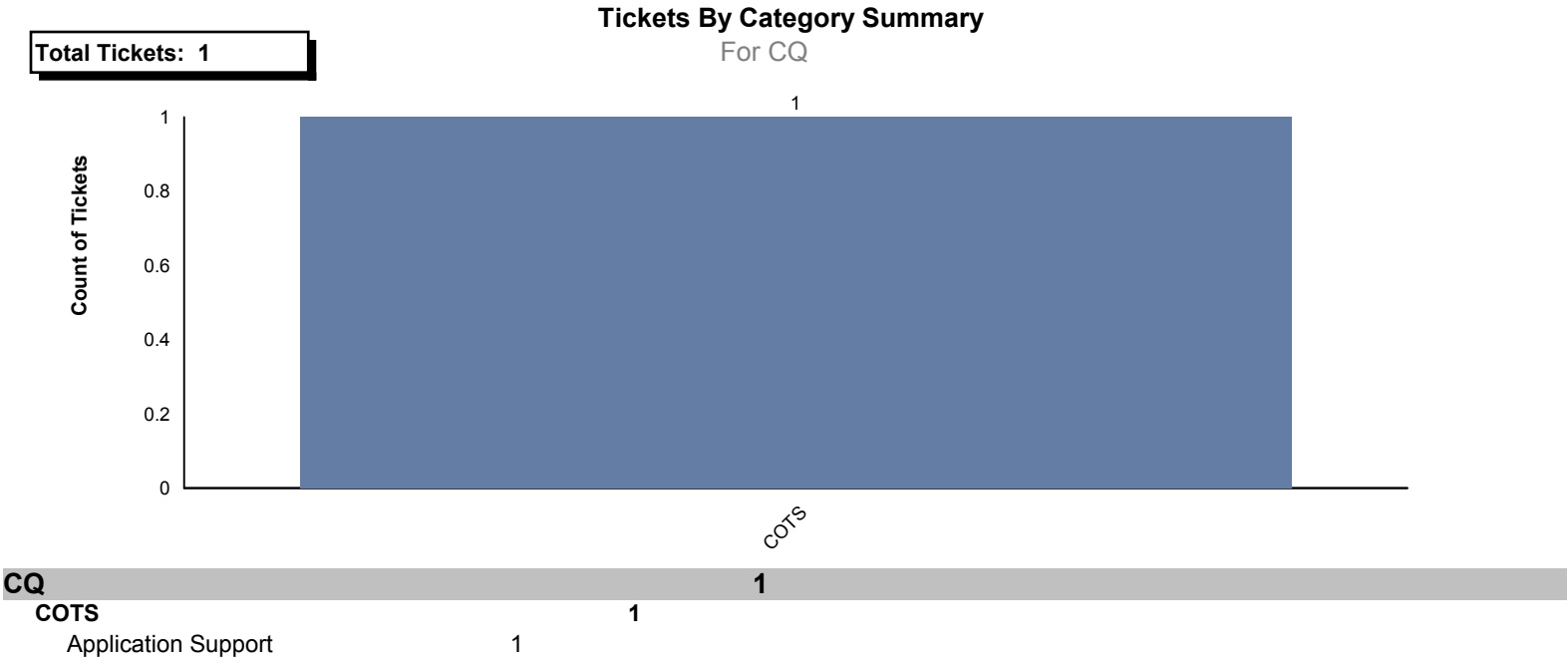
Tickets By Category Summary
For CQ

Total Tickets: 1

CQ	1
COTS	**1**
Application Support	1

Tickets By Category Summary

For FDA-OC

Total Tickets: 24
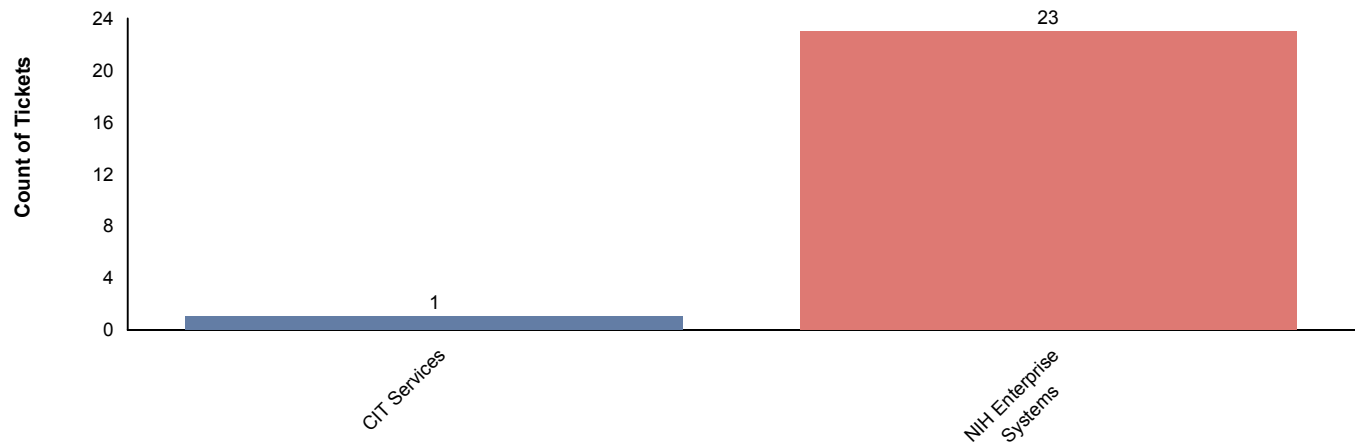
FDA-OC	24	
CIT Services	**1**	
Email		1
NIH Enterprise Systems	**23**	
ITAS		23

Tickets By Category Summary
For HHS

Total Tickets: 489
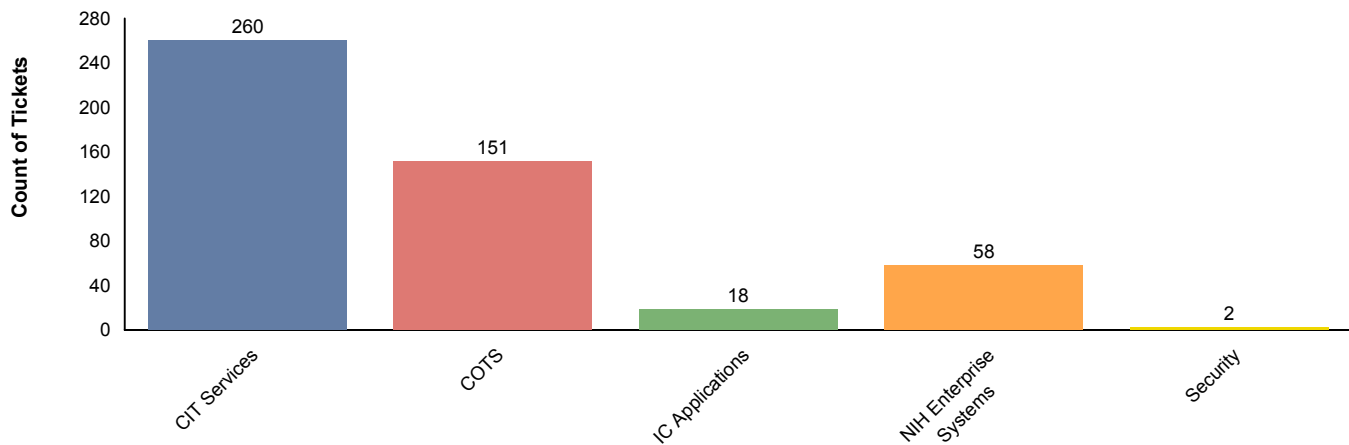
HHS		489
CIT Services		**260**
Accounts	103	
ASR	1	
Back Office Support	50	
CIT Categories	9	
Connectivity	10	
Email	55	
General Information	13	
Helix Support	1	
iSDP/Software Distribution	1	
NIHnet	1	
OS/390	1	
Telecommunications	3	
Unix Support	1	
Video	3	
Wireless Services	8	
COTS		**151**
Application Support	65	
Hardware	86	
IC Applications		**18**
CC Clinical Applications	2	
CC Technical Operations	2	
Local LAN	7	
Web Site Issue (non-CIT)	7	
NIH Enterprise Systems		**58**
ADB	1	
EHRP Security	1	
eRA-COMMONS	1	
eRA-IMPAC II	34	
ITAS	16	
NBS-User Call	2	
NED	2	
NIH Services	1	
Security		**2**
Anti Virus SW	1	
Security	1	

Tickets By Category Summary
For HSB

Total Tickets: 48
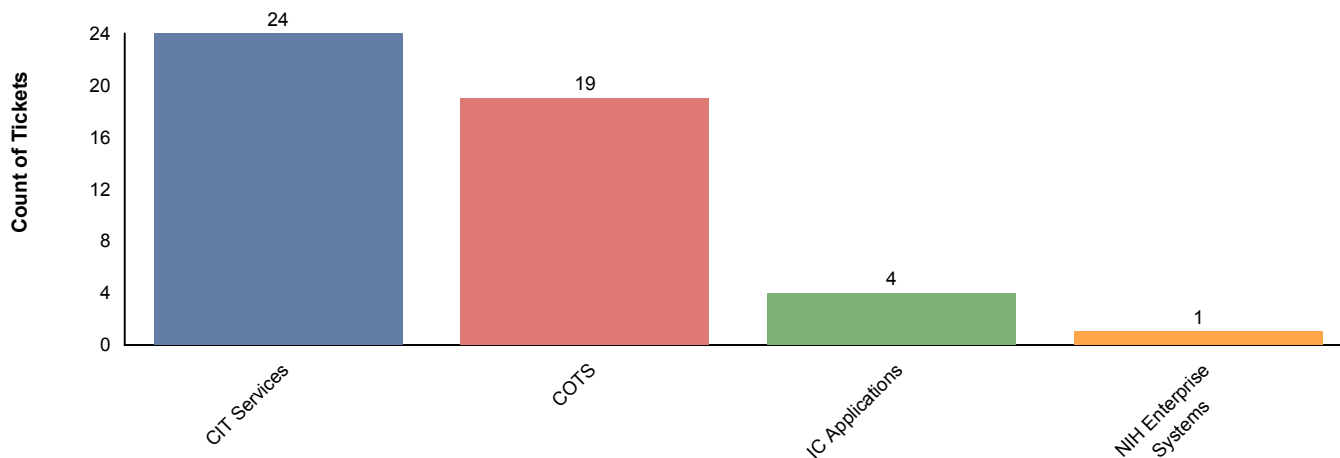
HSB	48	
CIT Services		**24**
Accounts	6	
Back Office Support	5	
Connectivity	1	
Email	11	
Wireless Services	1	
COTS		**19**
Application Support	7	
Hardware	12	
IC Applications		**4**
CC Clinical Applications	1	
Local LAN	2	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		**1**
NIH Services	1	

Tickets By Category Summary
For OFAM

Total Tickets: 68
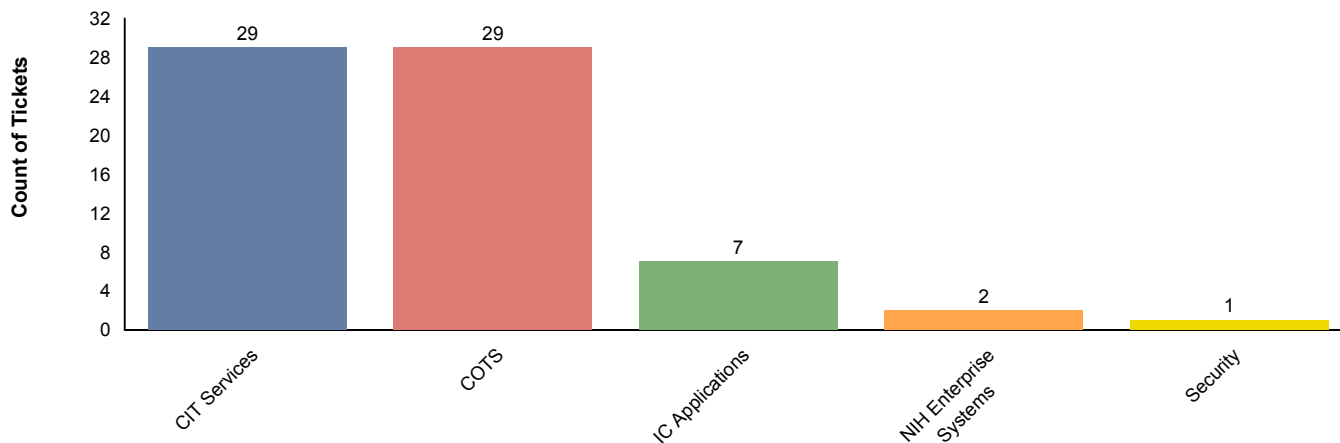
OFAM		68
CIT Services		**29**
Accounts	16	
Back Office Support	4	
Email	8	
Telecommunications	1	
COTS		**29**
Application Support	15	
Hardware	14	
IC Applications		**7**
CC Clinical Applications	1	
CC Technical Operations	1	
Local LAN	4	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		**2**
ITAS	2	
Security		**1**
Security	1	

Tickets By Category Summary
For OFM

Total Tickets: 14
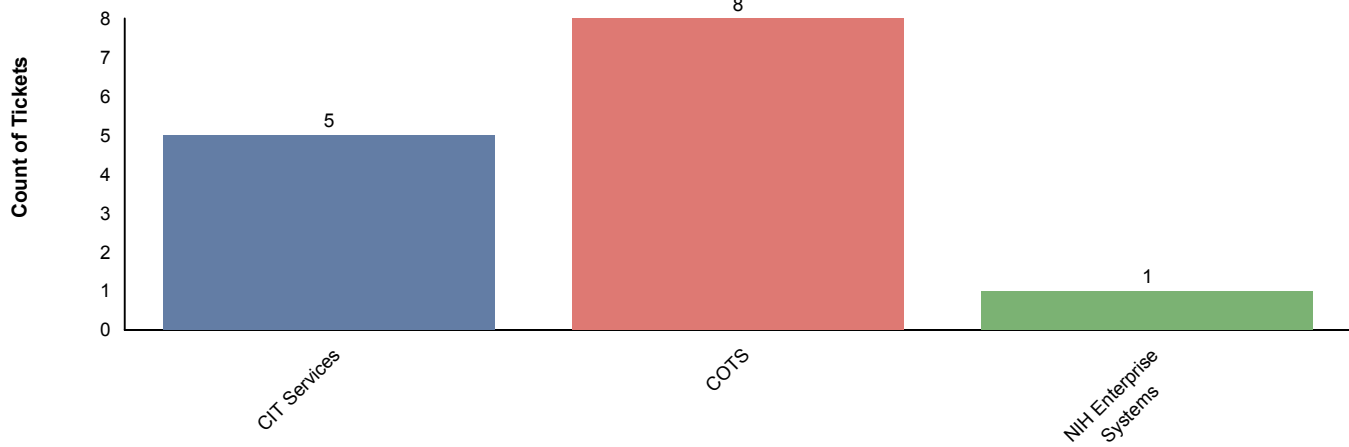
OFM		14
CIT Services		**5**
Accounts	1	
Back Office Support	2	
Email	2	
COTS		**8**
Application Support	3	
Hardware	5	
NIH Enterprise Systems		**1**
ITAS	1	

Tickets By Category Summary
For OHIT

Total Tickets: 11
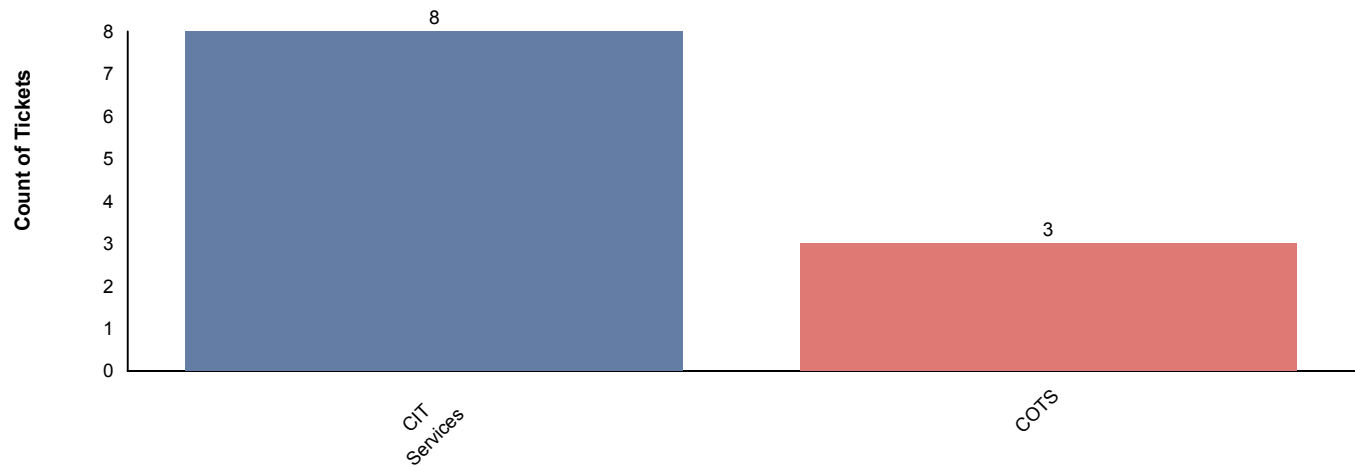
OHIT	11
CIT Services	**8**
Accounts	2
Back Office Support	2
Connectivity	1
Email	3
COTS	**3**
Application Support	1
Hardware	2

Tickets By Category Summary

For OM

Total Tickets: **4**
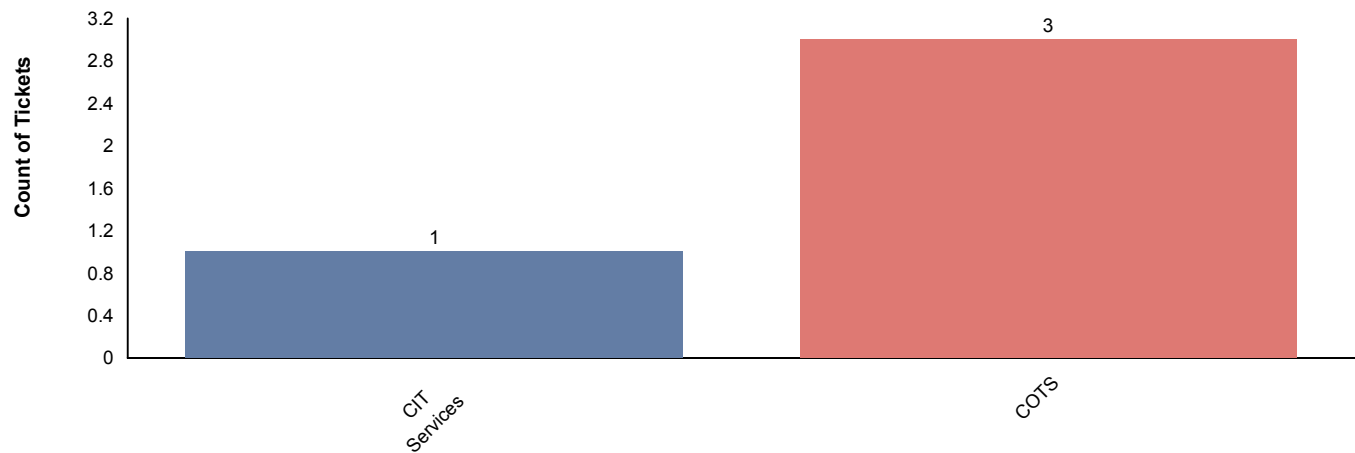
OM		4
CIT Services		**1**
Back Office Support	1	
COTS		**3**
Application Support	2	
Hardware	1	

Tickets By Category Summary

For ORA

Total Tickets: 1
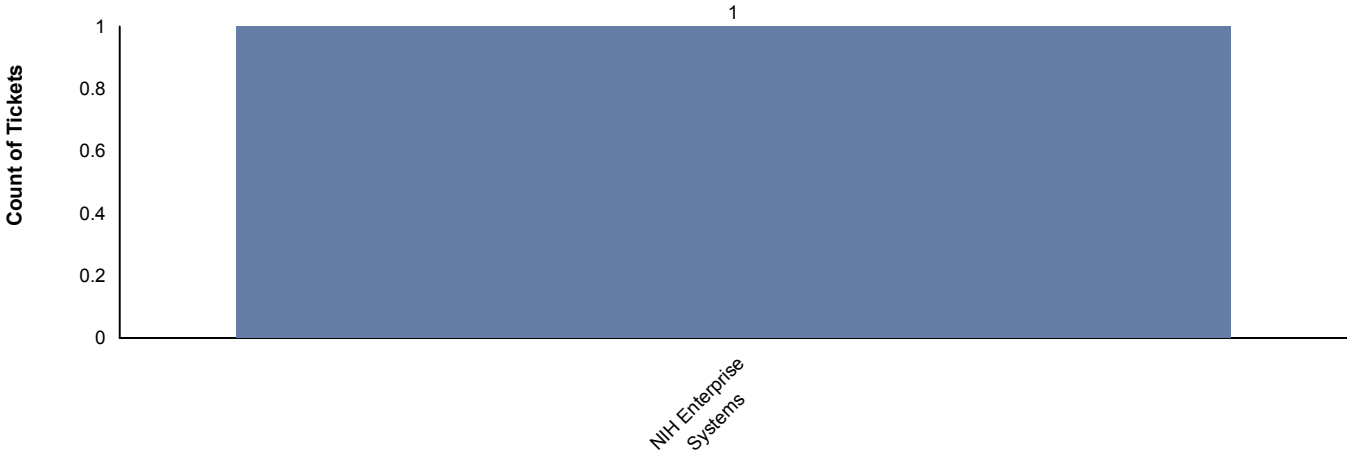
ORA		1
NIH Enterprise Systems		**1**
ITAS	1	

Tickets By Category Summary
For OTHER

Total Tickets: 1,215
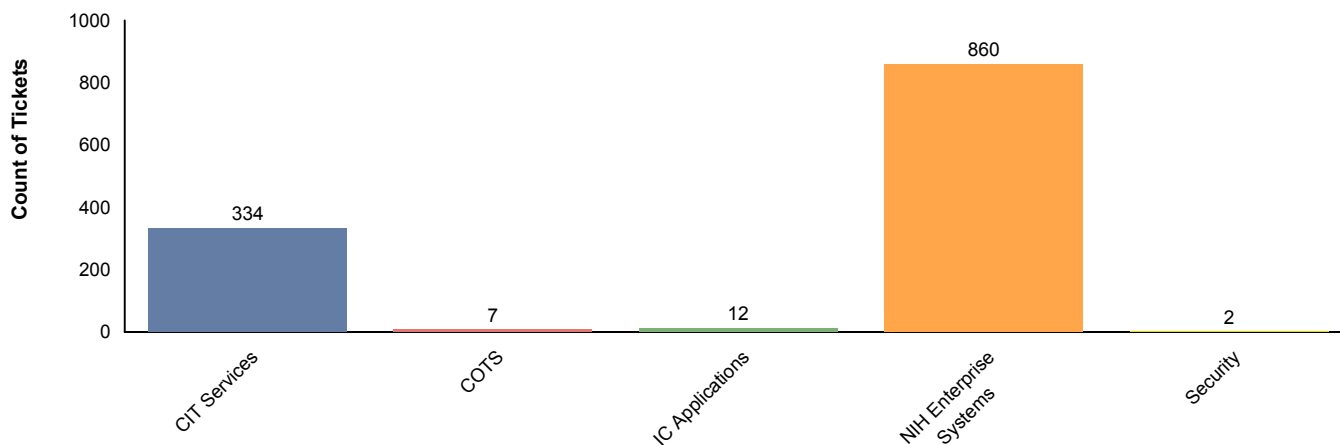
OTHER		1,215
CIT Services		**334**
Accounts	104	
Back Office Support	3	
CIT Categories	31	
Email	96	
General Information	73	
Helix Support	1	
iSDP/Software Distribution	1	
NIHnet	3	
OS/390	7	
Training	1	
Video	8	
Wireless Services	6	
COTS		**7**
Application Support	4	
Hardware	3	
IC Applications		**12**
E-Grants	1	
Web Site Issue (non-CIT)	11	
NIH Enterprise Systems		**860**
ADB	2	
Capital HR Func App Suppt	1	
eRA-COMMONS	840	
eRA-CRISP	1	
eRA-IMPAC II	5	
eRA-Partnership Issues	2	
eRA-S2S	1	
NBS-User Call	7	
NIH Services	1	
Security		**2**
Security	2	

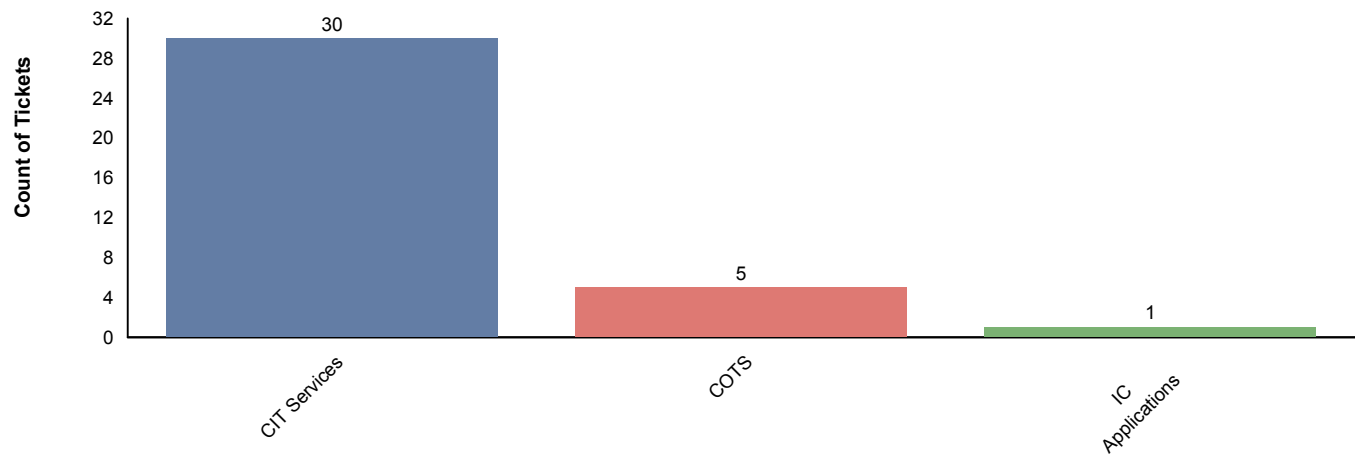# Non NIH Tickets - By Category Summary and Organization
For 04/01/2008 to 04/30/2008

Tickets By Category Summary

For Region

Total Tickets: 36

Region		36
CIT Services		**30**
Accounts	23	
Back Office Support	1	
Connectivity	1	
Email	3	
General Information	1	
Training	1	
COTS		**5**
Application Support	1	
Hardware	4	
IC Applications		**1**
Web Site Issue (non-CIT)	1	